

**ORDER**

**DEPARTMENT OF TRANSPORTATION  
FEDERAL AVIATION ADMINISTRATION**

1300.15

11/24/81

SUBJ: FLIGHT STANDARDS/CIVIL AVIATION SECURITY FIELD OFFICE  
MODERNIZATION PROGRAM

1. PURPOSE. This order establishes an agencywide Flight Standards/Civil Aviation Security Field Office Modernization Program. This program is an element of the Aviation Safety Analysis System.
2. DISTRIBUTION. This order is distributed to all offices and services at headquarters, Regions, and Centers; branch level in the Office of the Associate Administrator for Aviation Standards, Offices of Airworthiness, Aviation Safety, Civil Aviation Security, and Flight Operations; branch level in Regional Civil Aviation Security, Flight Standards, and Management Systems Divisions; branch level in the Aircraft Certification Division, Northwest Region; and each ACDO, AQAFO, CASFO, EMDO, FSDO, and GADO.
3. BACKGROUND. Field office modernization began in the Southern Region in 1979 as a General Aviation District Office test project. The test project involved four GADO's and the Flight Standards Division Office. Information processing and dictation equipment were evaluated at these offices to determine whether automation equipment could improve field office efficiency. The evaluation concluded that this automation equipment improved the operational efficiency and effectiveness of the test offices. Field office modernization was approved for implementation into all AVS complex field offices in June 1980.
4. ACTION.
  - a. Each regional office is to submit to AVS-1 the name of one individual in the Flight Standards, Civil Aviation Security, and Management Systems Divisions to serve as division representative for this program. In addition, designate one of these individuals as the regional leader to serve as the focal point for coordinating program activities.
  - b. Division representatives will be required to devote approximately 1/4 of their working time to this program during the information processor implementation phase. Travel costs incurred by division representatives for this program during the implementation phase will be borne by Washington headquarters.
  - c. A final lease/purchase decision has not been made for the procurement of information processors. Accordingly, data for regional budget planning to provide maintenance support cannot be provided at this time. This information will be provided when it becomes available.

Distribution: A-WXYZ-1; A-W(VS/WS/SF/CS/FO)-3;  
A-X (CS/FS/MS)-3; A-X (CD)-3 (ANW Only);  
A-FFS-1,2,3,7,8 (MAX); A-FCS-1 (MAX)

Initiated By: ASF-4

5. DELEGATION OF AUTHORITY. The Associate Administrator for Aviation Standards, AVS-1, in coordination with the Associate Administrator for Administration, AAD-1, is authorized to develop procedures and issue directives implementing the Administrator's desires on modernizing field offices.

6. PROGRAM DESCRIPTION.

a. The modernization program will achieve increases in work efficiency in Aviation Standards field offices through the use of automation equipment and standardized work procedures. Field offices will be equipped with information processors and dictation equipment. The headquarters' Offices of Civil Aviation Security, Flight Operations, Aviation Safety, and Airworthiness will also be equipped with information processors dedicated for modernization program use. Flight inspection field offices are not included in the scope of this program.

b. Dictation systems will be delivered to field offices throughout fiscal year 1982 and should be in use in all field offices by the end of that fiscal year.

c. Information processors will be delivered to field offices beginning in August 1982 and will span nearly 3 years before implementation is complete.

d. Standard Operating Procedures (SOP) are being developed that prescribe the applications of the dictation equipment to be used by field office inspectors/specialists. Common field office work functions that are paperwork intensive will be dictated rather than handwritten because the Southern Region test indicated dictation by inspectors/specialists is the basis for a significant part of the efficiency increase in modernized offices.

e. Information processors will provide field offices with capabilities presently unavailable to them. Clerical staffs will use the text editing or "automatic typing" capability to transcribe dictation by inspectors/specialists. This capability permits fast, accurate, and high-quality work. The data processing capability of the processors permits the electronic storage of commonly compiled information in plain English data bases. This feature also permits the automatic printing of certain forms, letters, and envelopes. The telecommunications capability allows full text communication to all AVS facilities equipped with telecommunicating information processors. Procedures for the use of information processors will be prescribed in Standard Operating Procedures.

  
J. Lynn Helms  
Administrator